

MEMORANDUM

July 10, 2009

TO: Joseph Adler, Office of Human Resources
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: OHR Headline Performance Measures - Review

The following items were identified for follow up during the July 17, 2009 CountyStat meeting:

1. Revise headline performance measure #1 (average customer satisfaction rating on the internal customer survey of County managers) to include submeasures that provide further detail on individual components of the overall average.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: August 3, 2009
2. Reconcile yearly data on the number of job announcements posted to career site and the number of new hires to explain the relationship between those two variables.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: August 3, 2009
3. Meet with CountyStat staff to discuss barriers to surveying employees in the bargaining unit, and possible alternatives.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: August 17, 2009
4. For headline performance measure #7 (yearly percentage difference in the total number of employees within each workforce utilization group), revise to display the percent of the total workforce for each group each year.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: August 17, 2009
5. Determine the number of probation extensions that result in terminations.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: August 31, 2009
6. Develop a sick leave (including FMLA) and comp time use report that lists use by department to be included with CountyStat's overtime report. Drill down into sick leave data on those departments with higher than average sick leave use.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: August 31, 2009

7. For headline performance measure #4 (satisfaction with OHR training), conduct further analysis on participant satisfaction with mandatory and optional training. Revise measure to differentiate between both types of training.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: September 11, 2009
8. Determine the percent of employees who are in compliance with mandatory training requirements and develop a by-department list of non-compliant employees for distribution to all departments on a yearly basis. Also, similar to sick-leave report, develop a progress report of the percent employees per department in non-compliance regarding mandatory training requirements.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: September 11, 2009
9. Revisit OHR's current distribution of measures to determine where headline performance measures need to be refined and added. At a minimum, this includes developing headline performance measures for labor relations/collective bargaining and for retirement and health benefit management.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: September 11, 2009
10. Continue to refine the labor relations measure to reflect the success of disciplinary actions, rather than raw numbers.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: October 5, 2009
11. Complete FY10 performance plan and submit to CountyStat for review and web posting.
Responsible party: OHR
Other parties involved: CountyStat
Deadline: October 5, 2009

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer